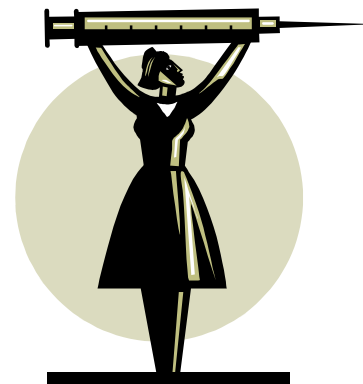
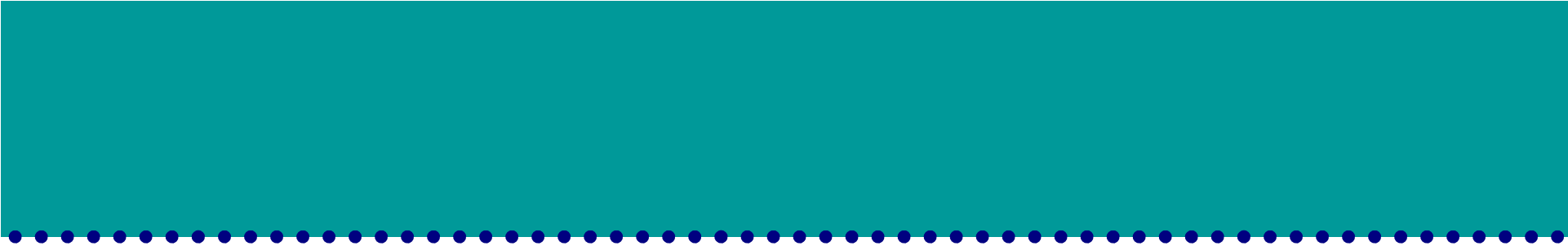


THE UNIVERSITY OF KANSAS HOSPITAL

**YOUR UNIT'S  
AMAZING RACE  
TO UNIT EXCELLENCE!**



A guide to achieving unit excellence and improving patient outcomes



The University of Kansas Hospital Clinical Scene Investigator's  
Give Special Thanks to

Susan Lacey

Karen Cox

Adrienne Olney

Rebecca Paulsen

Liz Carlton

The Staff of Unit 53



THE UNIVERSITY  
OF KANSAS HOSPITAL

# Achieving Unit *Excellence*...

The **Amazing Race to Unit Excellence** is an interactive professional development model that enhances nursing staff decision making and provides all staff the opportunity to lead practice changes that contribute to the quality and safety of patient care delivery.

Healthcare staff who consider themselves to be valued, supported, and empowered can have a positive impact on overall patient care.

The **Amazing Race to Unit Excellence** uses the concept of gaming to elicit staff enthusiasm, participation, and a bit of friendly competition to enhance staff empowerment, build teams, and assist in the development of a culture of Shared Governance.



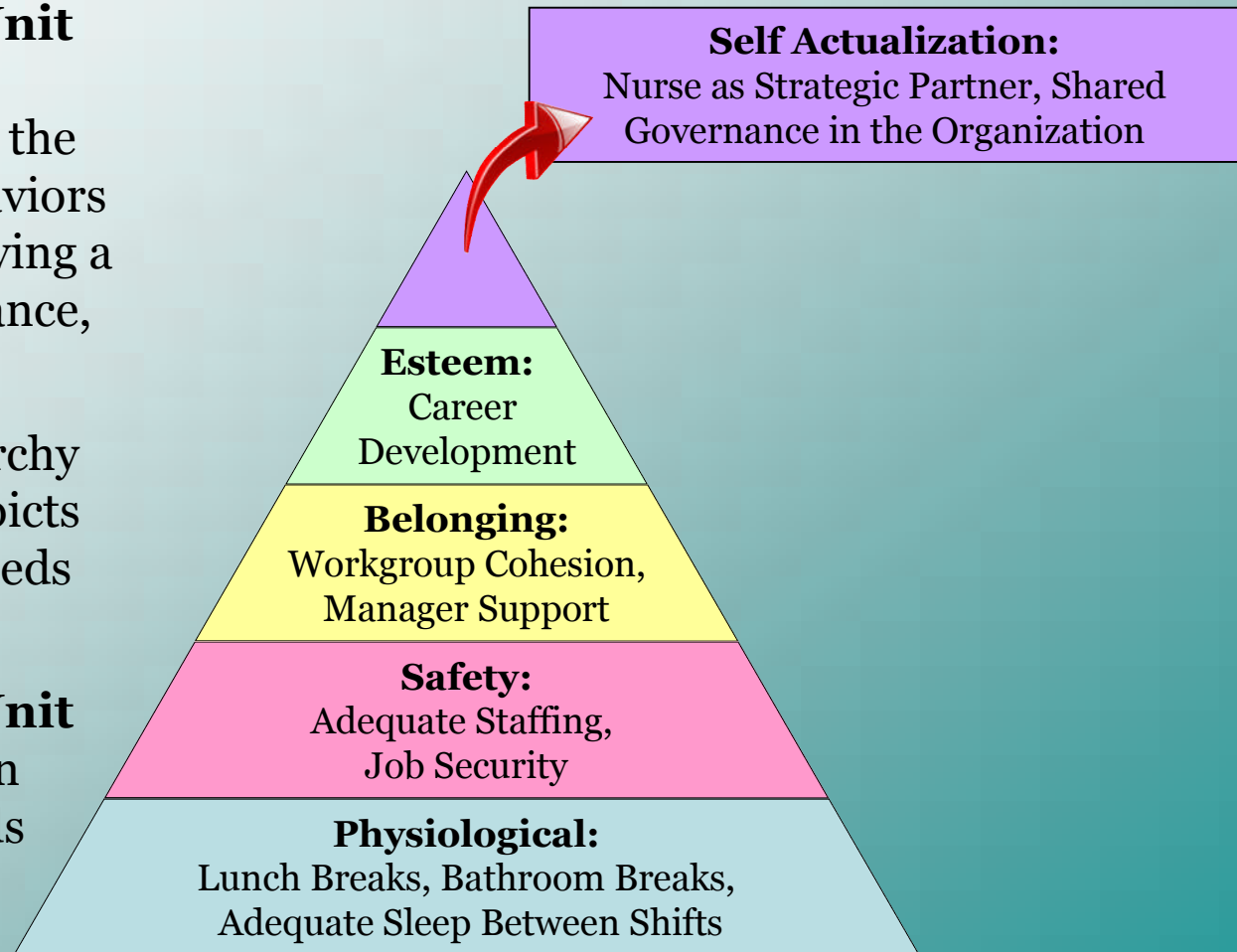
## ...to Improve Patient Outcomes

# A Nurses Hierarchy of Needs

The **Amazing Race to Unit Excellence** provides a framework for developing the professional practice behaviors that are essential to achieving a culture of Shared Governance, or “**Unit Excellence.**”

Similar to Maslow’s hierarchy of needs, this diagram depicts the special hierarchical needs of a nurse.

The **Amazing Race to Unit Excellence** assists staff in satisfying lower level needs and pursuing higher level needs.

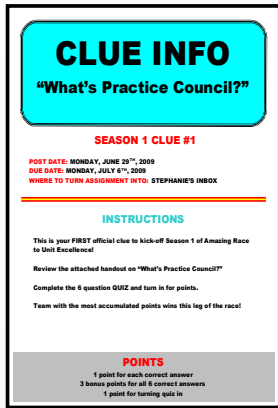


*Diagram used with permission from Karen Cox*

# Season 1: Using Clues to Introduce Shared Governance



**Season 1** begins with dividing staff into four teams. Teams are awarded points, or “**Merit Miles**,” upon the completion of a task, or a “**Clue**.” The team with the most points at the end of the Season, wins.



### Examples of Season 1 Clue's:

- Complete a Self-Directed Study on Shared Governance
- Attend another unit's Practice Council meeting
- Nominate a peer for the unit Practice Council leadership team
- Identify opportunities for change on the unit; the unit “**wish-list**”

## Goals of Season 1

Throughout this season, staff will be exposed to the elements of Shared Decision Making. Staff will engage in the development of their own Unit Practice Council – from frequency and location of meetings to membership guidelines and charter development.

The key to **Season 1** is to allow the decision making to occur at the staff level under the guidance of the unit leadership team.

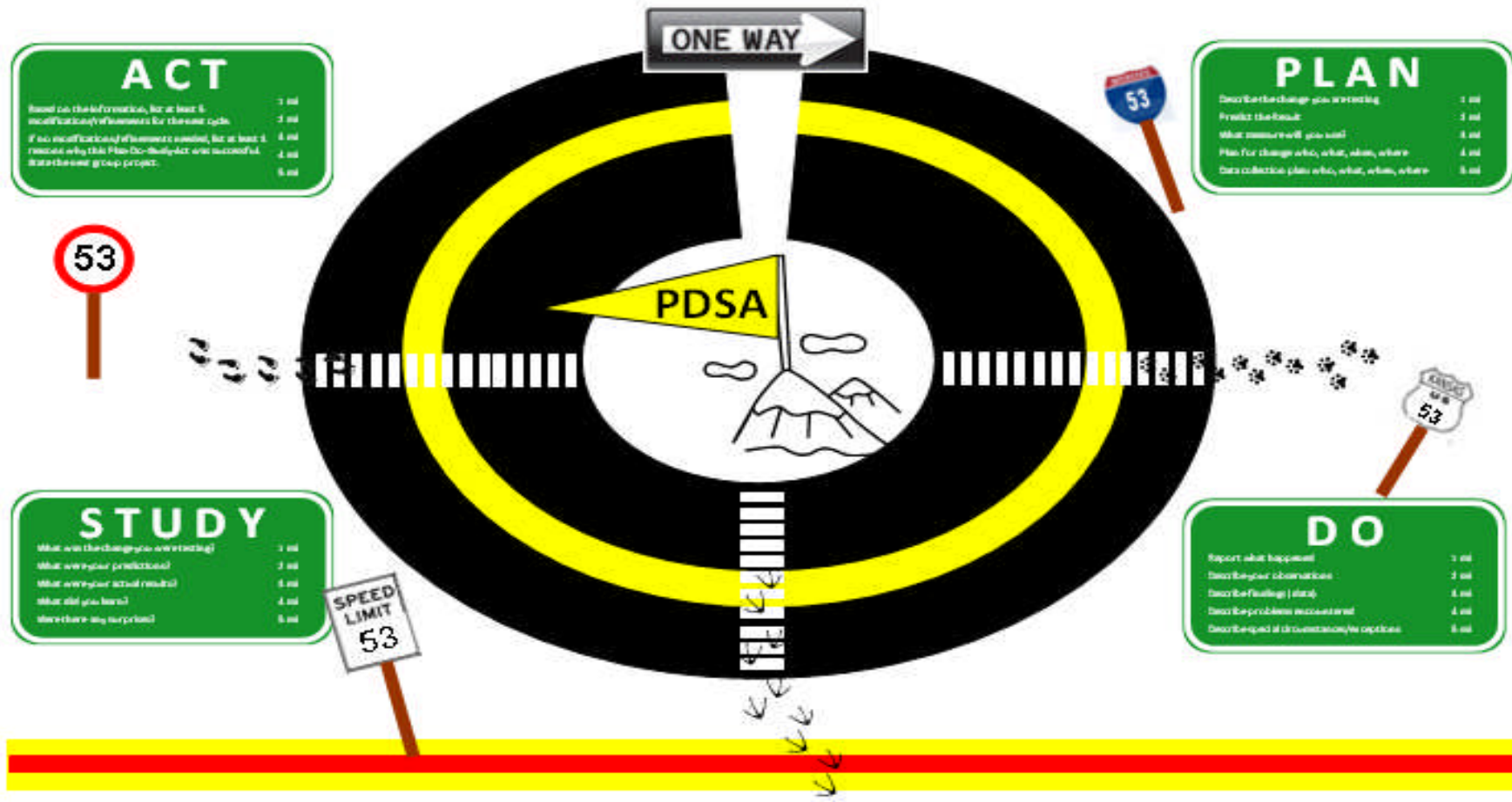
Once the Practice Council structure has been developed, it is time to move on to Season 2. Don't forget to celebrate the individuals and teams with the most **Merit Miles** – celebrating success is key to maintaining the momentum.



# UNIT 53's

# AMAZING RACE!

SEASON 2  
(Oct - Dec 2009)



## Season 2: Introducing PDSA

# Plan - Do...

To encourage additional teambuilding on the unit, **Season 2** begins with a new set of teams. As in Season 1, the entire staff is divided into four teams and each will compete to earn the most **Merit Miles**.

Throughout **Season 2** teams are expected to utilize the **Plan-Do-Study-Act** improvement model to map out the steps to implement small changes that can improve patient care or staff satisfaction.


The primary goal of **Season 2** is not to complete these changes, but to ensure the staff understand the process to implement change.

Once the staff grasp the components of the **PDSA cycle**, it is time to move on to Season 3.

**UNIT 53'S AMAZING RACE TO UNIT EXCELLENCE**  
**PDSA PLANNING WORKSHEET**

**PERSON(S) COMPLETING:** Beverly King

**PROJECT SELECTED FOR PDSA**  
Improvement in quality indicator awareness on Unit 53



<b>P</b> plan	<b>CLEARLY DEFINE THE CURRENT PROBLEM</b>	5 MILES
	<i>How do you know there is a problem and what would you like to do to fix the problem? What do you predict the results will be?</i> Team Healing will support the reduction of infection by rewarding the proper use of good hand hygiene.	
<b>D</b> do	<b>DEVELOP SOLUTIONS</b>	5 MILES
	<i>Describe your plan: how would you DO IT, how would you implement your proposed solution? Predict some of the barriers you might encounter while implementing this project.</i> Team Healing will facilitate a hand washing game by using 'smiley faces'. Team Healing and volunteer members will pass out 'smiley faces' to those individuals who 'gel on' prior to entering a patient's room, and 'gel on' when exiting a patient's room. Team Healing will provide a prize to the individual who receives the most 'smiley faces'. This recognition will take place each shift.	
<b>S</b> study	<b>COMPARING RESULTS TO PREDICTIONS</b>	5 MILES
	<i>How will you know if the solution really worked? What would you anticipate if the project was successful? How would you know if the proposed solution did NOT work?</i> Team Healing will monitor the number of participants each day and obtain an informal 'poll' of nurses and HCAs.	
<b>A</b> act	<b>MOVING FORWARD</b>	5 MILES
	<i>If the proposed solution was successful, how would you continue monitoring its progress? If the proposed solution did not work, what other ideas could you implement to overcome the barriers? How would you communicate these results others on your unit or other units within your division?</i> Team Healing will continue to monitor and encourage good hygiene. Team Healing will support the hospital wide program of 'gel on' entering and exiting patient rooms.	

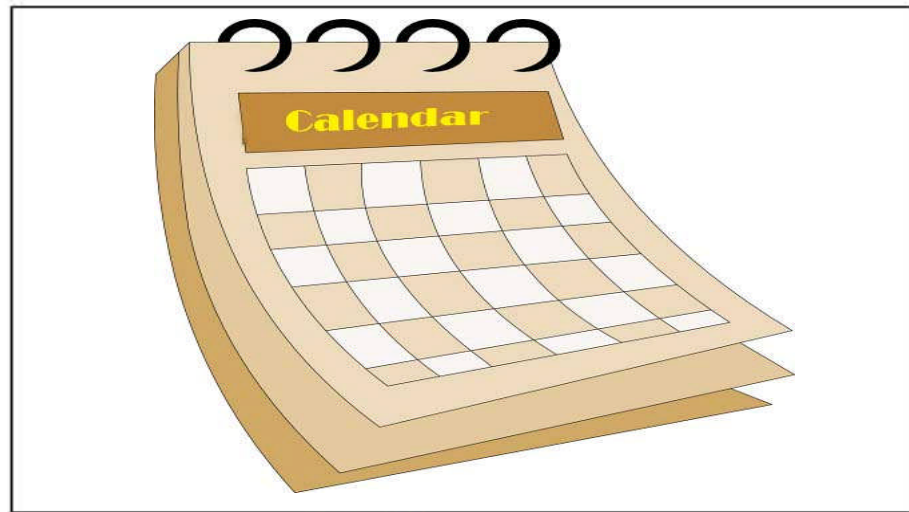
DUE DATE: Monday, April 19<sup>th</sup>, 2010! (submitted Tues. 4/20/10)

# ...Study - Act

# Season 3: *Independent Functioning*

## *Unit 53 AMAZING RACE!*

### FINISH LINE



THE UNIVERSITY OF KANSAS HOSPITAL

Vision Statement  
To lead the nation in Caring, Healing, Teaching, and Learning



53

SPEED LIMIT 53

53

KANSAS ROUTE 53



The 'CARING' Team

Goal > Excellence in Patient Satisfaction  
CSI Mentor >

Leah Cox, [leahcox@umkc.edu](mailto:leahcox@umkc.edu), 8-0916

The 'HEALING' Team

Goal > Quality Outcomes Awareness  
CSI Mentor >

Amanda Galtner, [agaltner@umkc.edu](mailto:agaltner@umkc.edu), 8-H15

The 'TEACHING' Team

Goal > Professional Growth through Learning  
CSI Mentor >

Alison Kubo, [akubo@umkc.edu](mailto:akubo@umkc.edu), 8-6552

The 'CELEBRATION' Team

Goal > Excellence in Nursing Satisfaction  
CSI Mentor >

Elisa Van, [evan@umkc.edu](mailto:evan@umkc.edu), 8-5488

**Season 3** begins much like the previous seasons of **The Amazing Race to Unit Excellence**, dividing unit staff into four teams. However, this time each team has a different theme that will guide the selection of team projects. The themes are derived from the Vision Statement of The University of Kansas Hospital.

During **Season 3** participation is voluntary and deliberate. Although team membership may not be equally distributed, staff select the team of their choosing. This establishes ownership of projects and their results from the very beginning. The ultimate goal of **Season 3** is to guide the unit towards Independent Functioning.

## *Season 3: Team Themes*

### **The 'Caring' Team:**

Focus: Patient Satisfaction

Project Examples: Visitor/Family Resource Station, Patient Activity Cart, Discharge Follow Up Phone Calls

### **The 'Healing' Team:**

Focus: Quality Indicator Awareness

Project Examples: Unit Based Quality Scorecard Development, Quality Improvement Bulletin Board

### **The 'Teaching' Team:**

Focus: Ongoing Staff Education

Project Examples: Staff Led In-Services "Snack Time Snippets," Development of Quick References

### **The 'Celebration' Team:**

Focus: Staff Cohesion

Project Examples: New Employee Welcome Packet, Monthly Pot-Luck, Photo Board, Staff-of-the-Month



“There is a stronger connection between the day shift and night shift, more open communication. We have more appreciation for each others ideas and understand that one person’s ideas can really impact the entire unit.”

**- Karen Pretzl  
Unit 53 Nurse**

“As a unit secretary, I have never felt like I have been given the option to participate like I did in the amazing race, it was like we were all on equal playing ground with the goal of taking better care of our patients. In the beginning it was like the csi team lit the fire underneath us, but towards the end we did not even need them, we were making changes on our own and working better as a team.”

**- Jeanene Hoffman  
Unit 53 Practice Council  
Secretary Representative**





“The Amazing Race helped us get out of our “cliques” and learn how to communicate better with one another. I feel like we get along better as a unit and really have better teamwork. It helped us to realize that we DO have the ideas and resources in place to improve the quality of care that we provide to our patients. We were each able to demonstrate that we can be leaders, regardless of what position we hold on the unit. I feel like we are better prepared to take care of our patients!”

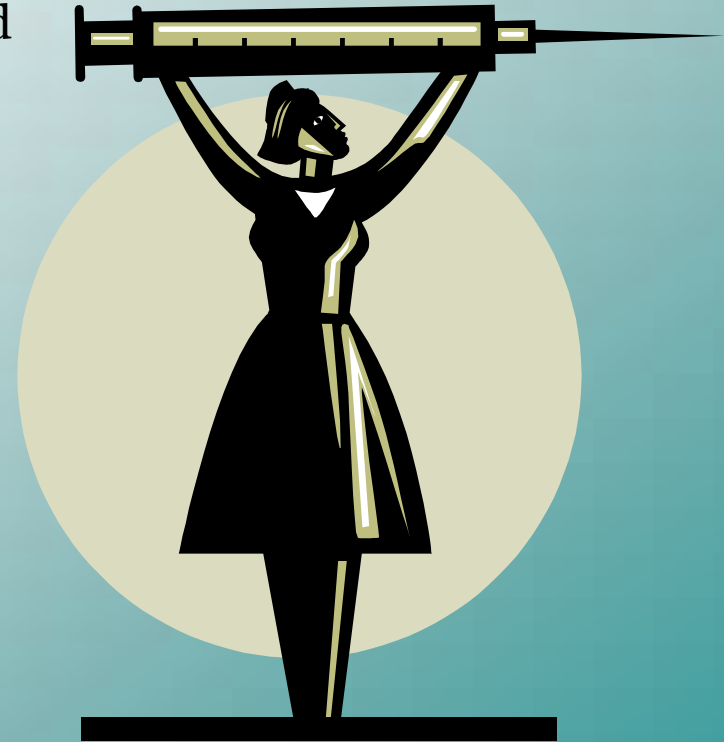
# The Race to Unit Excellence ...

**The Amazing Race to Unit Excellence** is a fun, team-building approach to creating a unit-based Practice Council and enhancing a sense of Shared Decision Making.

Achieving “**Unit Excellence**” can be demonstrated by the following:

- Enhanced Staff Participation
- Staff Retention
- Improved Patient Satisfaction
- Staff Empowerment
- Improved “Staff Enjoyment”

As measured by the Individual Workload Perception Scale - Revised



...has no *Finish Line*

# The University of Kansas Hospital Clinical Scene Investigator's

Leah Dickter  
Amanda Gartner  
Akiko Kubo  
Elisa van Daalen

For More Information about  
The Amazing Race to Unit Excellence  
Contact: [csi@kumc.edu](mailto:csi@kumc.edu)



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